



# The Carers' Voice



The Princess Royal Trust  
Barnet Carers Centre

Supporting and Informing Carers in Barnet

Summer 2010

## Carers Week 2010 'A Life of My Own' 14th - 20th June

The programme includes:

### **Sunday 13th - Fundraising Walk in Trent Park, Cockfosters**

Meet at 11.00am at the café. Call Fauzia for more information.

**Monday 14th - Complementary Therapies** at The Centre, from 10.00am - 2pm. Call to book your place. A £1 donation is requested.

**Caring With Confidence Session** at The Centre from 4pm - 6pm,

A taster session including: 'Finding your Way', 'Caring and Coping', 'Caring Day to Day' and many other topics. Call to book your place.

**Tuesday 15th - Conference for Health & Social Care Workers, 'Personalisation : Making it Real'**

10am - 2pm at Avenue House.

The day will include:

Key speakers, discussions and workshops on how personalisation can transform care in Britain. Lunch is included.

Call Mike for more information.

**Wednesday 16th - Open Day for all**  
10.30am - 8.00pm

Please feel free to come in and meet the staff whether you are a Carer, a professional or just wish to learn more about what we do. We would love to meet you.



## Having Fun in the Sunshine!

### Carers Survey

With this issue you will find our Bi Annual Carers Survey. We would very much appreciate it if you could take a few minutes to complete the survey and return it to us in the freepost envelope provided. These surveys help us to learn more about you and hear your feedback on the services we provide and enable us to improve them. We can also show our supporters how the work that we do supports Carers in Barnet.

If you could return the survey to us as soon as possible we would be most grateful. Thank You.

### Friday 18th - Carers Summer Buffet

At the Greek Cypriot Centre, Britannia Road N12, from 12.00pm - 2.30pm.

£6 per head, for Carers and their guests.

Please call to book your place.

**Barnet Carers Centre Global House, 303 Ballards Lane,  
North Finchley, London N12 8NP**

**Tel no: 020 8343 9698 Fax: 020 8445 1193**

**Email: [admin@barnetcarers.org](mailto:admin@barnetcarers.org) [www.barnetcarers.org](http://www.barnetcarers.org)**

**Registered Charity Number 1057539**

# Our Centre Services

*Barnet Carers Centre provides a wide range of services  
Please call the Carer Support Team for more details on 020 8343 9698.*

## Telephone Helpline – 020 8343 9698

Monday to Thursday 9.00am - 9.30pm.  
Friday 9.00am - 5.00pm

For information and advice about any issues affecting you as a Carer. Our friendly Carer Support Team offer practical help as well as emotional support.

## Daily Drop in

Come and talk through any problems or concerns with a member of our experienced Carer Support Team.

Monday to Thursday 9.00am - 9.00pm.  
Friday 9.30am - 4.30pm.

## Relaxation Day

Come and pamper yourself and enjoy a light lunch. First Friday of each month. 10.00am - 3.00pm at Christ Church N12. A £5 donation is requested.

## Relaxation Evening

Come and enjoy a range of therapies at our Relaxation Evenings. These take place at Barnet Carers Centre on the 3rd Wednesday of each month between 6.30pm and 8.30pm. A donation of £4 is requested. The service has been extended as we now have four therapists available offering a maximum of 15 sessions on the night. If you wish to book a relaxing therapy call 8343 9698.

## Carers Get Together

Meets every Thursday at the Centre.  
10.30am - 12.30pm for drinks, tea and biscuits.

## Welfare Benefits Surgeries

Held at the Centre every Thursday from 10.00am - 12.00pm. Please phone to make an appointment.

## Arts and Crafts Group

Meets every Tuesday at the Centre.  
12.00 - 3.00pm. Come along and be creative.

## Carers Break Fund

The Centre has access to funds to help you have a break. Please speak to the Carer Support Team for details.

## Former Carers Group

Held on the first Monday of the month, a chance to come and meet with other people in a similar situation. 1.00pm - 3.00pm. Call to confirm details as times of outings vary.

## BYCAS Clubs and Outings

Barnet Young Carers and Siblings run regular outings and clubs in Barnet. Please phone and speak to Gary Smith at the Centre on 020 8343 9698.

## BYCAS Multicultural Support

If you would like more information and support for young Carers from a multicultural background, please contact Dorota on 8343 9698.

## BYCAS Family Support for Primary and High Need Young Carers

We provide services and support for families with children and young people (aged 5-17 years old) who do most of the care within the family home. For more information contact Sangita on 0208 343 9698 or [bycas@barnetcarers.org](mailto:bycas@barnetcarers.org).

## BYCAS Schools Liaison Service

BYCAS run PSHE lessons and assemblies in schools and supports young Carers with issues around school. Please contact Vicky for more information on 8343 9698.

## BYCAS 'Time4us' Service

The 'Time4us' Service provides support and advice to young people who are living with the effects of substance abuse within their family. For more information contact on 8343 9698.

## Counselling

Come and talk to a trained counsellor in a non-judgemental, confidential setting. Phone us to find out more. A donation is requested.

## Older Carers and Carers of Older People Group

For Carers over 55 in the borough of Barnet. The group meets on the first Tuesday of the month. Home visiting service also available. Call Fiona for more information.

## Mental Health Carers Group

Meets on the 1st Thursday of every month, 6.30pm - 8.00pm at Barnet Carers Centre.

## Learning Disability Carers Group

Meets at The Centre on the last Tuesday of every month from 10.00am - 12.00pm. Contact Geraldine for more information.

## Multicultural Carers Group

Meets on the last Wednesday of each month 11.00am - 1.00pm at Barnet Carers Centre. Please call Danny on 020 8343 9698.

## Carers of Adults with Physical and Sensory Impairment Group

Meets on the last Thursday of each month, from 6.30pm - 8.00pm at Barnet Carers Centre. Call James on 8343 9698 for more details.

Details of all our services and events can also be found on our website; [www.barnetcarers.org](http://www.barnetcarers.org)

### Dear Readers

Well summer is on it's way and I hope that you are all enjoying the Spring weather we have been having lately.

We do hope that you will be able to join us for some of our events in Carers Week this year. It is a good chance to have a break and meet



with some of the Centre's staff and Carers.

We have enclosed our Carers Survey in this issue. Please do take the time to complete it if you can, as it greatly helps us to understand the needs of Carers in Barnet both now and in the future.

If you have any comments or suggestions for the newsletter, please contact me on 8343 9698.

### Social Care Direct

It is now easier to contact Adult Social Services. Social Care Direct is the new number to call for: advice, information, emergency support and signposting to other agencies. Tel: 8359 5000 or email: [socialcaredirect@barnet.gov.uk](mailto:socialcaredirect@barnet.gov.uk). SMS: 07506 693707 Textphone: 8359 6011

## Centre News

### Brand New Service at Barnet Carers Centre

We are very pleased to announce that the organisation formerly known as Barnet Care and Support Services has officially become part of Barnet Carers Centre and is now the new **'Community and Home Support Service' (CHSS)**

The service provides social and personal care in the home and community 24 hrs a day, 7 days a week with professional, fully qualified, experienced care staff available.

For the services described below a Care Manager will visit you and the person you care for to discuss your needs.

There are currently four main services available:

**Carer Respite:** A trained and experienced care worker can take over your responsibilities for a period of time. They can provide personal care, provide meals and companionship while the Carer takes a well earned break.

**Parental Respite Service:** A trained and experienced care worker can take over the responsibility of caring for your child with care needs to give you, the parent carer, a break.

**Night Respite Service:** A trained and experienced care worker can take your responsibilities overnight. They will assist with all aspects of personal care, including getting ready for bed and getting up in the morning.

**Private Home Care:** A Care Manager will visit your home and work with you to identify your needs, from helping with shopping and personal care tasks, such as dressing and bathing, to our professional escorting service if you need to travel for a social or medical appointment.

Please call 8343 9698 and ask for The Community and Home Support Service or talk to any of the team at the Centre.

### Walking Because We Care

If you would like to help raise money for Barnet Carers Centre then come and join us on Sunday 13th June to mark the start of Carers Week 2010 and walk through beautiful Trent Park in Cockfosters. We will meet at the Café at 11.00am

For more information and to request a sponsorship form please call Fauzia on 8343 9698.

### New BYCAS Family Support For Primary and High Need Young Carers



We are happy to announce that Sangita Patel is now running a new service for Young Carers and their families with a high need.

The service offers support for families with children and young people (aged 5-17 years old) who undertake most of the care within the family home or are adversely affected by their caring role. For more information contact Sangita on 0208 343 9698 or email

[bycas@barnetcarers.org](mailto:bycas@barnetcarers.org).

### Calling All Multicultural Carers!

If you are a Carer from an ethnic minority background, we would like to invite you to our Multicultural Carers Group on the last Wednesday of each month here at Barnet Carers Centre. Come along to meet with other Carers, share your experiences and meet the Centre staff.

Please call Danny on 8343 9698 for more information.

### Film 2010

New for 2010 Barnet Carers Centre will be showing films including some of the old classics and more recent releases. Come and join us on the first Wednesday of the month for one of your favourite films!



Some of the films coming up include: *Good Will Hunting*, *Alfie* and *Moulin Rouge*. Films all start at 6pm, call now to book place on 8343 9698, popcorn included!

## Are You A Former Carer?

If your time as a Carer has recently come to an end, please remember that Barnet Carers Centre is still here for you. We offer the following services to former Carers:

- Counselling
- Regular Group Meetings
- Social Activities
- Newsletter

Call The Centre for more information.

## Friends of Barnet Carers Centre

We are currently developing 'Friends of Barnet Carers Centre' This is a special group of people who support the aims of the Centre and would like to help us with activities like:

- Volunteering
- Fundraising
- Raising Awareness

If you are interested in becoming a friend of the Centre please call Fauzia on 8343 9698.

## Tin Collectors Required

We urgently require some willing volunteers who can spare a couple of hours a month to collect in public and raise funds for the Centre. Call 8343 9698.



## Tea Time Treats!

If you would like to do something during Carers Week to raise funds for the Centre how about a coffee morning? Bake a cake and invite your friends over for a lovely cuppa!



## I Would Like to Support The Work of Barnet Carers Centre

Please detach the donation form and return it with your donation to: Barnet Carers Centre, 3rd floor Global House, 303 Ballards Lane, London N12 8NP. Thank you.

Name \_\_\_\_\_ Initial \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Please accept my gift of £10 £15 £20 Other £ \_\_\_\_\_

I enclose a cheque/postal order/CAF voucher made payable to Barnet Carers Centre (delete as appropriate)

Please debit my: MasterCard / Visa / Visa debit / Maestro / Solo / Electron (delete as appropriate)

Card no

Last 3 boxes (Maestro only)

Expiry date

/

Valid from (Maestro only)

/

Issue number (Maestro only)

Please Quote the last 3 digits of your security number, which is the long number at the back of your card

Signature \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Tick here if you have not yet signed up to Gift Aid. Through Gift Aid any donation you give will be worth 28% more, at NO extra cost to you. Barnet Carers Centre will be able to claim 25p for every £1 that you have given in the last six years, and any future donation that you make\*. The Government will add an extra 3p, so Barnet Carers Centre will receive an extra 28p for every £1 donated. \*To qualify for Gift Aid you must pay enough income or capital gains tax as Barnet Carers Centre will reclaim in the tax year. Spring\_news 2010

Registered Charity Number 1057539

## Parking Permits For Your Care Workers and Professional Visitors

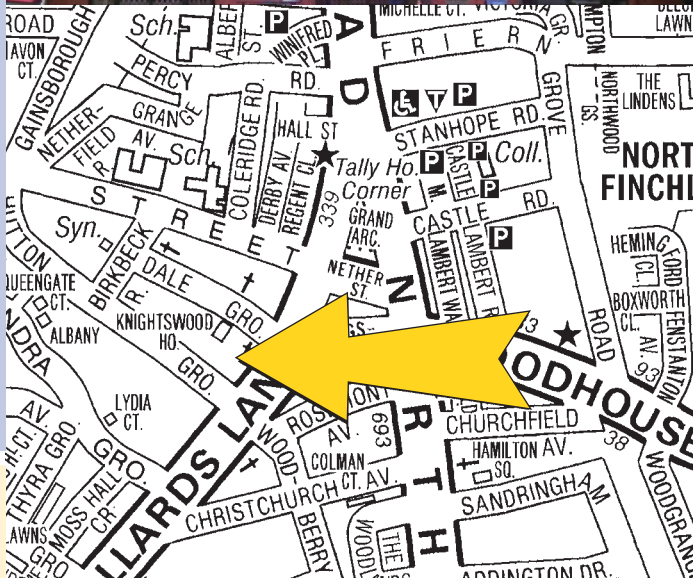
Did you know that if you are a Carer living in a restricted parking area and you have care workers coming to your home, you can apply to Barnet Council for a free parking permit for them?

It must be kept at the Carer's or service users home and can then be given to the paid care worker to place on their car when they arrive. The permits can also be given to GP'S, nurses, support workers etc.



The forms are available from the Barnet Council website: [www.barnet.gov.uk](http://www.barnet.gov.uk) or email: [parking@barnet.gov.uk](mailto:parking@barnet.gov.uk). You can call 8359 7446 for more information.

All you need to do is take the form to your GP to sign and then return back to the address on the form.



### Are you Aged 15 to 30?

Are you looking for work experience or to get a job?

Would you like to learn how to write a CV or covering letter?

Could you benefit from some interview practice?

We are holding an all day event in Central London on Thursday 5th August 2010 with investment bank Goldman Sachs. This workshop will be interactive and totally different to usual careers advice, enjoy a business lunch and a choice of workshops so that you can make the most of your skills and realise your full potential. For further information please call Gary Smith if you are aged 15-17, or the Carers Support Team for over 18's on 8343 9698.

If you no longer wish to receive this quarterly newsletter or for your details to be kept on our database, please contact us and let us know, our contact details are on the front page. Thank You

### Getting Here

We are one minutes walk from North Finchley Bus Depot. The following buses pass the Centre: Routes 82, 134, 221 and 460  
West Finchley, Northern Line is the nearest tube, and is approx a 20 min walk.

### Meeting Rooms For Hire

We have three light, airy meeting rooms for hire in smart, contemporary premises centrally located in North Finchley. They are available from 9.30am — 9.00pm Monday to Thursday

Meeting Room A seats up to 14 people in a board room style and has multimedia projection facilities

Meeting Room B seats up to 4 people.

Meeting Room C seats 2-3 people.

Each have central heating, air conditioning, comfortable furnishings and drink making facilities.

Meeting Room A is £25 /hour or £100 for the day.

Meeting Room B is £10/hour or £50 for the day.

Meeting Room C is £7/hour

Call Barnet Carers Centre on 020 8343 9698

## A Ray of Sunshine

One warm, sunny day in April, Sangita, the BYCAS Family Support Manager, received a phone call from a social worker at North London Hospice. It was regarding a young mum of 22 who is in the advanced stages of Cancer. The social worker told her about the two young girls involved, aged three and six and how they were dealing with mum's illness. She explained that the family were struggling financially and how the girls had no toys or books in the house, not even crayons to draw with.

Word got out amongst the staff at the Centre and suddenly bags of toys, books, clothes began to appear on Sangita's desk. By the time the team were ready to do a home visit the car boot was full of wonderful things for the two girls. Imagine the look on their faces when they saw the bags. Books, toys, dolls spilled out on the floor.

Dad said to Sangita, 'You have no idea what you have done, it would have taken me ten years to get them all of these things'.

The girls are facing an uncertain and tough future. The staff were delighted to be able to give them something that they will enjoy for years to come.

### Are You Caring for Someone with a Mental Health Diagnosis?

Would you like support and access to information?

Supporting someone with a mental health diagnosis can be exhausting, frustrating, frightening, stressful and isolating. Our group provides a mutually supportive and confidential environment for sharing experiences and ideas.

#### Future meetings:

##### Thursday 3rd June 2010

Denise Hill, London Advocacy for Independence, will be speaking to the group

##### Thursday 1st July 2010

Angela Flaye, Barnet Enfield and Haringey Mental Health Carers Strategy will be attending

##### Thursday 5th August 2010

General Meeting

The group meets at the Centre on the first Thursday of every month from 6:30pm to 8:00pm. Call 8343 9698 for more information.

## Personalisation Event for Carers

The London Borough of Barnet are holding an event for Carers wishing to learn more about personalisation. This will prove invaluable to any carers wishing to learn about managing a care package through direct payments and individual budgets.

Personalisation allows the care package to be tailored to individual needs.



Personalisation reinforces the idea that the individual is best placed to know what they need and how those needs can best be met. This in turn, is designed to reduce stress and support the role of the Carer. Full support is given by the local authority.

The event will be held on: Monday 21st June from 10.00am — 3.30pm at, Conference Room 1, Barnet House.

Please call 8343 9698 for more information or to book your place.

### Can You Help?

We are currently looking for some extra screens/room dividers for our Relaxation Sessions. Please call Danny on 8343 9698 if you think you can help. Many thanks.

### Compliments, Comments and Complaints

We highly value feedback from the people who use our services because it helps to improve the work we do.

Should you have cause to complain, comment or compliment Barnet Carers Centre or staff, we are very keen to hear from you.

A copy of our Complaints Procedure is available on our website: [www.barnetcarers.org](http://www.barnetcarers.org) on the 'Publications' page or from the Centre's Administration Manager by telephoning 8343 9698.